



City of Appleton

Office of the Clerk/Treasurer
323 W. Schlieman Ave • Appleton, MN 56208
emma@appletonmn.org • 320-289-1363

November 15, 2021

Honorable Mayor & Councilmembers,

In preparation for the 2022 budget working session, I have compiled the transaction numbers that flow through the city office for Year-to-Date 2021. This reflects only the transactions that can be quantified in reports. Customer questions at the window, transactions that have to be stopped for incomplete information, phone calls that are covered under contract and not reported on billing and requests by other departments are just some of the other items handled by the city office that are not represented in the following information.

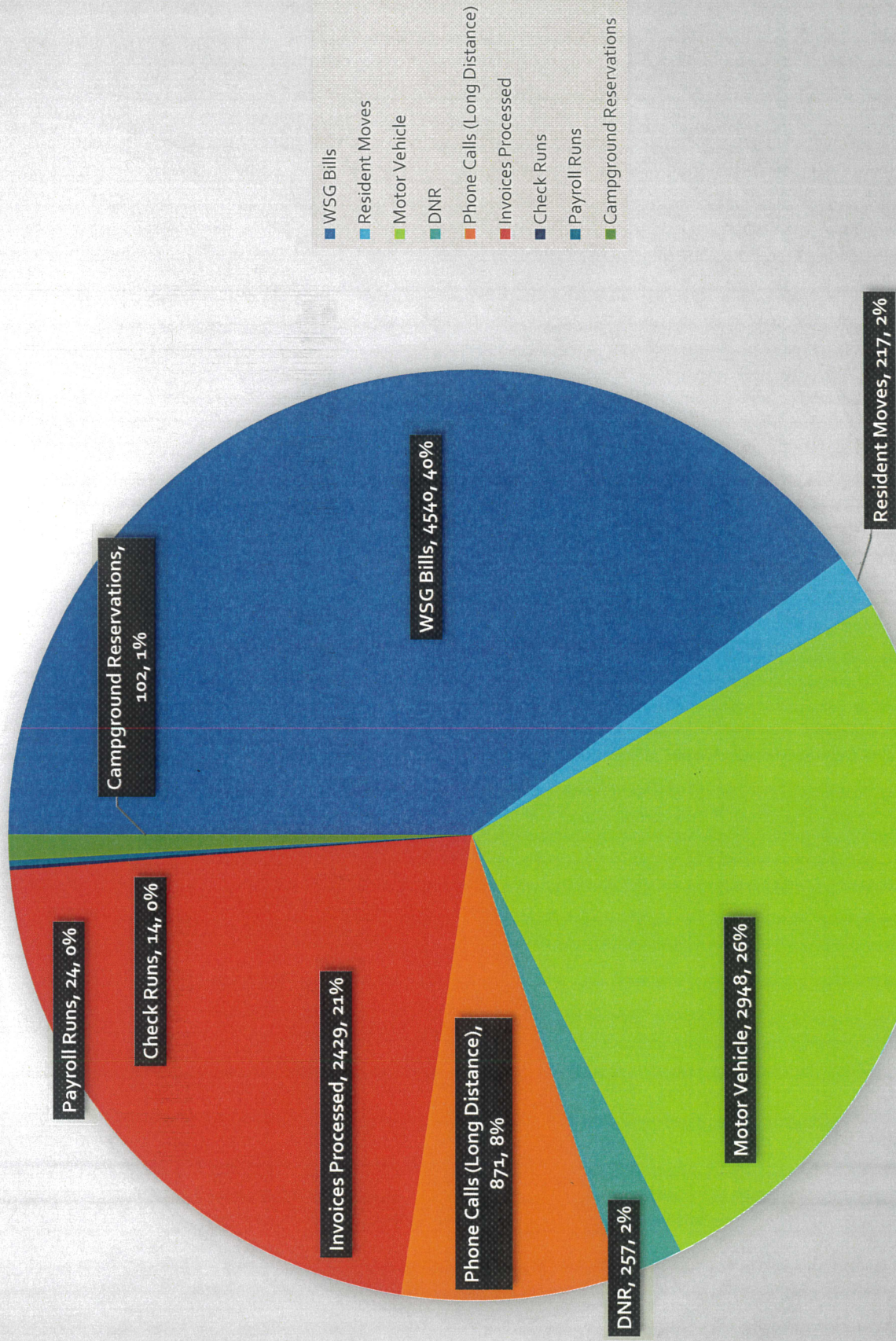
The council's approval to close Wednesday afternoons for current staff to focus on city items has allowed them uninterrupted time to complete highly technical tasks. While this has reduced the backlog of some items, it is not enough to ensure that the day-to-day operations are being completed in a timely manner when time-sensitive matters interrupt their processing. Some examples of this are cemetery information recording, both electronically and in paper form, scanning of invoices to the server, and updating the cable access channel & city website. Additionally, if a staff member is sick or gone for a day, the tasks then shift to another employee, pushing their tasks back as well.

I am here, on behalf of the administration team, to request that the council consider adding a part-time office assistant position to handle items like phone calls, initial customer interactions and other routine items that are not being completed due to work volumes exceeding current staff time. This would allow key staff to be able to focus on the required tasks of their job and ensure that they are able to perform to the best of their ability.

Sincerely,

Emma R. Haugen
Clerk/Treasurer

2021 City Office Transaction Volume



Transaction Volumes City Office 2021

	January	February	March	April	May	June	July	August	September	October	November
WSG Bills	378	464	465	380	429	462	492	491	414	471	94
Cash	11	23	27	25	25	19	25	32	36	43	13
Check	298	289	374	283	352	372	412	397	334	365	67
Credit Card	52	39	51	50	41	58	39	45	31	50	9
Other	17	13	13	22	11	13	16	17	13	13	5
Resident Moves	20	20	14	19	18	15	9	21	21	44	16
New Resident	6	1	3	3	0	2	1	5	5	5	2
Other	14	19	11	16	18	13	8	16	16	39	14
Motor Vehicle	283	337	450	363	256	241	228	257	241	220	72
Title	36	33	65	66	39	46	53	34	36	33	12
Title w/ new plates	16	24	25	33	18	21	26	15	9	15	6
Renew	235	285	343	259	193	171	147	198	152	157	57
Renew w/ new plates	32	25	41	40	35	40	31	44	29	32	14
Dup Title	1	1	6	5	3	3	3	3	6	4	1
DNR	35	36	26	31	41	34	23	12	9	10	
Phone Calls (Long Distance)	71	74	82	91	114	96	77	80	64	79	43
Invoices Processed	230	230	284	261	272	163	414	221	300	54	
Check Runs	0	2	2	0	1	1	3	1	2	1	1
Payroll Runs	2	2	2	3	2	2	2	2	3	2	2
Campground Reservations				27	8	15	10	18	16	8	0
TOTAL TRANSACTIONS	1019	1165	1325	1175	1141	1029	1258	1103	1070	889	228